

WE CLAIM:

1. A method for adaptively adjusting an eService management system by using feedback control, comprising:
  - 5 distributing behavior expert objects at different levels of a hierarchy of an eService management system;  
performing, within the hierarchy, feed-forward reasoning from lower level behavior experts to higher level behavior experts;  
comparing the performance of these behavior experts with various objective  
10 functions;  
identifying bottlenecks by back-propogating the objective function; and  
using comparison discrepancies to adjust the system.
2. A system is described that adaptively adjusts an eService management system  
15 by using feedback control, comprising  
means for distributing behavior expert objects at different levels of a hierarchy of an eService management system;  
means for performing, within the hierarchy, feed-forward reasoning from lower  
level behavior experts to higher level behavior experts;  
20 means for comparing the performance of these behavior experts with various objective functions;  
means for identifying bottlenecks by back-propogating the objective function; and  
means for using comparison discrepancies to adjust the system.